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ABSTRACT

The resource guide is intended to aid disabled persons develop independence by presenting consumer information on all areas of the United States. A preface explains the need for consumer education by the disabled and the introduction describes the guide's purpose and format. Each subject is introduced with a 4-question self quiz and an explanation of topics to follow; then presented for comparison are questionnaire results from a Southern California survey of 431 disabled and 228 ablebodied persons on consumer skills and experiences. Provided for each subject is consumer information, suggestions to the disabled individual, and lists of resources. The following topics are covered: (1) goods and repair services, (2) housing, (3) local transportation, (4) long distance travel, (5) leisure and entertainment, (6) outdoor recreation, (7) community agencies, (8) government services, and (9) self-representation. A reference section provides space for 48 additional addresses and telephone numbers, and notes. (MC)

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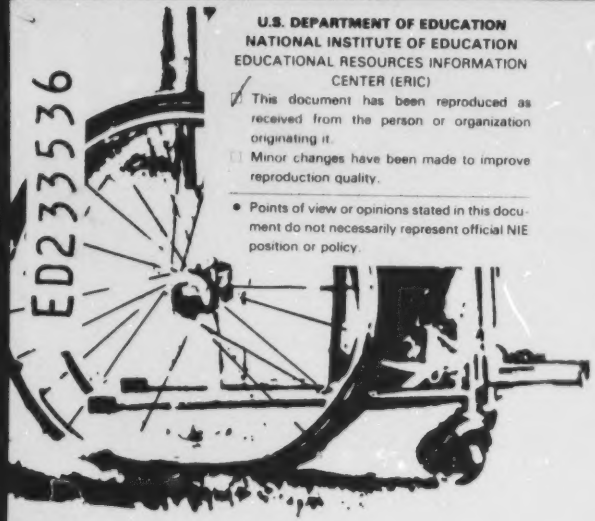

wheeling & dealing

a guide for handicapped consumers

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Superintendent of Schools • Department of Education • San Diego County

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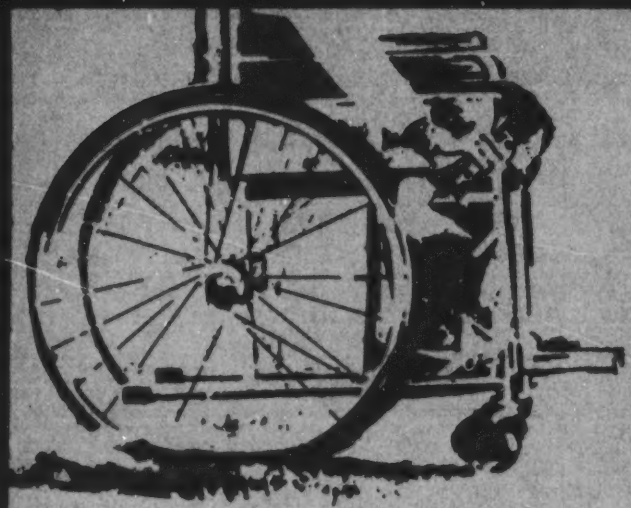

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Many agencies and disabled individuals were contacted in the preparation of ***Wheeling & Dealing***. The information and recommendations they provided during interviews have served as the core of this resource book for disabled consumers.

Each stage of this project was guided by a knowledgeable and talented advisory committee. The Advisory Committee members were as follows: Linda Gunther, Community Affairs Director, Community Service Center for the Disabled, Inc., San Diego, CA; Jim Hammitt, Editor, *Mainstream: A Magazine of the Able Disabled*, Able-Disabled Advocacy, Inc., San Diego, CA; Catherine Johns, Ph.D., Research Specialist, Resource Center for the Handicapped, San Diego Community Colleges, San Diego, CA; Ray Scott, Guardian of a disabled person, San Diego, CA; Sue Winters, Teacher, Special Education, Granite Hills High School, El Cajon, CA.

Consultants providing guidance in the conceptual development of the project included: Linda Gunther, Community Affairs Director, Community Service Center for the Disabled, Inc., San Diego, CA; Diane Polaski, MSW, Coordinator, Office for Disabled Student Services, Arizona State University, Tempe, Arizona; Richard F. Weatherman, Ed.D., Professor, Joint Appointment in Psychoeducation Studies and Education Administration, University of Minnesota, Minneapolis, Minnesota.

Much of the information provided in this handbook was derived from the publications and staff recommendations of the following agencies:

■ Community Service Center for the Disabled, Inc., 1295 University Avenue, San Diego, California 92103, (714) 293-3500. Publication: *Access San Diego: Keys to Independence*. The recommendations and resources in *Access San Diego* were used extensively in the development of this handbook. Information on housing, multiple-service organizations, sports and recreation, and equip-

ment and transportation have been incorporated in the chapters that follow.

■ California Association for the Physically Handicapped, P.O. Box 22552, Sacramento, CA 95822. Publication: *1981 Directory Buyers Guide: International Abilities Unlimited Exposition*. The list of exhibitors at the 1981 International Abilities Unlimited Exposition is included in this handbook as a resource for obtaining further information about the "latest in products and services for the disabled from around the world."

■ Legal Aid Society of San Diego, Inc., Office of the Public Attorney, Room 430, Granger Building, 964 Fifth Avenue, San Diego, CA 92101, (714) 239-9611. Publications: *Packet I: Instructions for Self-Representation at the Initial Application Level*; *Packet II: Instructions for Self-Representation at the Reconsideration Level*; *Packet III: Instructions for Self-Representation at the Hearing Level*; and *Packet IV: Instructions for Self-Representation at the Appeals Counsel Level*. Recommendations for the applications and appeals process for Supplemental Security Income (SSI) made by the Legal Aid Society have been included in the chapter on Self-Representation.

Production of the materials involved the assistance of the staffs at the Department of Education, San Diego County, and at *Mainstream: Magazine of the Able-Disabled*. Their skillful and enthusiastic support to the project were invaluable and greatly appreciated.

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PREFACE & INTRODUCTION

PREFACE

A successful consumer is an individual who has learned how to obtain goods and services at fair prices. The world's commerce is based, ideally, on the exchange of expertise between the seller or service provider and the consumer. Consumers communicate their needs and merchants respond with the ways their products and services can fulfill those needs. The negotiation process between the two parties is designed to satisfy everyone—the consumer receives the products or services desired, and the provider completes a sale.

People with disabilities have begun to enter the marketplace as consumers only recently, and the communication process has often failed because we have not had the opportunity to become educated consumers. As late as 20 years ago people who were born or became disabled were not expected to survive. Therefore, all their needs were taken care of by doctors, social workers, and family members. The medical and scientific advances which have extended the life expectancy of many persons with disabilities have also allowed them to live more independent lives.

This increasing freedom of lifestyle is also placing new responsibilities on disabled individuals. We must now ourselves negotiate with landlords, doctors, lawyers, merchants, and service providers to gain and keep our new freedom. The amount of success we have in these dealings corresponds to the degree of personal independence we can attain. The aim of ***Wheeling & Dealing: A Guide for Handicapped Consumers*** is to increase our abilities as consumers.

The positive effects of consumer education are felt both by individuals and by our society as a whole. A disabled person may at first feel uncertain, even afraid, to ask for the quality of goods and services being paid for. As the individual gains more knowledge of how to become an informed consumer, self-confidence is a by-product that spills over into other areas of life. When a merchant sees that I, a disabled person, am knowledgeable about his products and whether or not they fulfill my needs, that merchant will have a new respect for and under-

standing of me and other disabled persons and will be more responsive to our needs in the future. The old ripple effect takes over—I take the trouble to become an educated consumer; I educate the merchant by my consumerism; the merchant in turn has a new sensitivity to the needs and desires of other disabled persons.

Persons with disabilities are perhaps the largest segment of our population consuming government services. Therefore, it is imperative that we understand how to be educated consumers of these services. Several chapters of this book deal directly with what a consumer of government services needs to know.

This book was developed in response to concerns voiced by today's disabled persons. Over 5,000 questionnaires were mailed out to disabled people across the nation to solicit their views on disabled consumerism. These questionnaires were designed to measure the individual's knowledge of consumerism and to pinpoint the unmet needs in this area.

My desire, as a disabled consumer and as a provider of services to disabled persons, is that this book will be used to produce a new generation of successful disabled consumers.

Jim Hammitt
Editor, *Mainstream Magazine*

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INTRODUCTION

The goal of this book is to increase the independence of disabled consumers by providing self-help tips on how to get the most out of the marketplace. It is also a useful guide to obtaining further information specifically written for the disabled consumer, covering subject areas from clothes to camping to consumer rights.

For your convenience.

Wheeling & Dealing was designed to be portable. Its small format makes it a resource that can be carried easily for quick access to information about how to obtain services in all areas of the United States. As you use this booklet you will most likely continue to accumulate important information about topics such as transportation, best restaurants, and social service agencies that can be of help to you.

For those who would like to use ***Wheeling & Dealing*** to its maximum potential, we have provided a **Handy Reference** section at the end of the booklet as well as a number of pages for **Notes**. These pages are provided for telephone numbers, addresses, and other information obtained from your own research. Please use them!

You will see that some items in this booklet have been highlighted by black squares, while others have been highlighted with an open box as follows:

□ Open boxes indicate specific steps that might be taken to accomplish tasks in the area being discussed. They are steps that may be checked off in the booklet as they are accomplished.

■ Solid black boxes indicate general information that you should be aware of in each subject area.

Consumer skills discussed.

The marketplace skills discussed in ***Wheeling & Dealing*** include those that relate to purchasing goods and services, housing, local transportation, long-distance travel, entertainment, and outdoor recreation, and to obtaining services through community agencies and government organizations. Special attention is given to procedures for qualifying for Social Security and Supplemental Security Income.

Subject headings on the right-hand side of each page provide for quick reference. Each subject is discussed in terms of the needs of disabled consumers. Content is based on recommendations made by disabled persons, information collected by the authors, and suggestions from merchants who provide goods and services needed by disabled persons.

Compare your experiences.

A recent survey of disabled persons—primarily from the Southern California area—forms the basis of the information provided in this booklet. Each chapter begins with some background information on the subject area, and a few statistical results from the survey. Readers will probably be interested in comparing their own experiences to those reported by the people who were surveyed.

The method of survey.

A committee of disabled persons, educators, and research methodologists developed the questionnaire which was sent to over 4,000 disabled and able persons. (Able persons were included to determine how the consumer practices of able and disabled persons differed.)

There were 431 questionnaires returned from disabled persons, and 228 returned from able persons. The average age of the respondents was 31. Most of them were between the ages of 21 and 50, divided almost equally between both sexes. Eighty percent of the disabled respondents indicated that they were not ambulatory, or were only partially ambulatory.

In this survey population, the median income for disabled persons was $8,756 and for able persons $24,999 per year. About 35% of the disabled persons had jobs as their major source of income, and another 33% received Social Security as their major source of income. (Three fourths of the able persons surveyed received their major source of income from jobs.)

From the authors.

Planning is the key to cost-effective success in the marketplace, and informed decisions can only be made after considering the available information, doing further research if necessary, and then deciding on a plan of action. We hope that the information in this booklet will give disabled consumers a good starting place for getting the most out of the marketplace.

GOODS & REPAIR SERVICES

QUIZ YOURSELF

Do you usually make purchases with cash or check, credit card, or a combination of both?

Do you shop in stores, by telephone, by catalog—or does someone do your shopping for you?

Do you spend more for medical services or for vehicle repairs?

What problems have you encountered with special-equipment repair?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Goods and Repair Services? (Turn the page to compare your answers to those of our survey respondents.)

GOODS & REPAIR SERVICES. Wheelchairs and vehicles with adaptive equipment are of special concern to disabled persons. How do you determine what your needs are? Where do you go for the best work at the most reasonable price? And how do you best maintain your wheelchair? Special equipment for disabled persons is available, but often difficult to track down. For instance, where do you go for a wheelchair lift? Or an automatic telephone dialing device? Physical access to goods and services can be a problem, as in grocery stores and shopping centers, where aisles aren't wide enough and dressing rooms are too small. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

How do you make purchases?

Of disabled respondents, 70% used cash or check, 24% used credit cards, and 6% used a combination of both. Of able respondents, 77% used cash or check, 19% used credit cards, and 3% used both.

How do you do your shopping?

Of disabled respondents, 65% shopped in stores, 20% had people who shopped for them, 3% shopped by phone, and 11% used catalogs; 94% of able respondents shopped in stores.

**You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.*

Where do you spend more money?

Of disabled respondents, 48% reported that their vehicles made the greatest demand on their incomes and 21% reported that medical care was their largest expense. Of able respondents, 66% reported that their vehicle was their largest expense. (Categories were: *vehicle*, *clothes*, *medical care*, *housewares*, *furniture*, *food*, *appliances*, and *other.*)

What repair problems have you had?

Of disabled respondents, the most common responses were that costs were too high (31%), no loaners were available (24%), and that repair time was too long (23%). This question did not apply to able respondents, as it concerned only special equipment for the disabled.

PURCHASING AND SERVICING WHEELCHAIRS

If you are planning to buy a wheelchair, the first step is to decide exactly what your needs are, and how you can best fill them.

Survey the possibilities.

Interview people who use wheelchairs and ask the following questions:

☐ What are the advantages of your wheelchair?

☐ What are the disadvantages of your wheelchair?

☐ What special features does it have?

☐ Would you recommend it?

☐ How expensive was the wheelchair when it was purchased? *(This gives you an idea of what to expect to pay. Allow for economic inflation.)*

☐ What repairs have you needed on your wheelchair?

☐ How expensive were the repairs?

☐ Where do you have your repair work done?

Contact dealers for information.

If necessary, dealers will go the home or hospital of the disabled person to measure for a wheelchair and to identify the wheelchair that is most appropriate for the person's disability and needs. They will also meet with hospital staff and therapists to help in the selection process.

☐ Be prepared to describe the way in which you will want to use your wheelchair. *(For example, if you want to use it for athletic events, you should select the wheelchair most appropriate for vigorous activities.)*

☐ Contact several dealers and compare prices.

Wheelchair maintenance.

Once you have purchased a wheelchair, good care will help prevent excessively high maintenance bills. The following are a few tips towards keeping your wheelchair in good working condition.

■ Read and follow the maintenance instructions included in your owner's manual. These instructions are important as they pertain specifically to your wheelchair model.

■ Whenever you find an irregularity, take the wheelchair for servicing. *(People usually wait until something breaks before taking a wheelchair for service, thereby increasing the length of repair time needed.)*

■ A battery-operated chair should be taken for maintenance approximately every three months. *(If Medi-Caid pays for maintenance, make an appointment that allows time for payment authorization.)*

■ Avoid curbs whenever possible. When it is necessary to go over a curb, proceed as carefully and slowly as possible. *(Wheelchairs going rapidly off a curb become airborne, and the forced landing puts a tremendous strain on the wheelchair.)*

Chrome and metal parts.

☐ Wipe chrome and/or metal parts once a week with a wax which contains a cleaner. *(A car wax containing a cleaner should work well. Don't use abrasive cleaners such as chrome cleaner or kitchen scouring powder which will scratch the finish and lead to corrosion.)*

☐ Look for wrinkles and cracks in the metal parts of the chair. These are signs of breaks or fatigue that should be checked into further.

Upholstery upkeep.

☐ Wipe down the upholstery at least once a week with a mild soap and dry it off with a towel. Be sure to get all food from the crevices of the seat. *(A softener for the upholstery can be purchased at an auto supply store.)*

☐ Take worn and torn upholstery to the repair shop immediately. *(If in bad repair, it might not be strong enough to hold your weight.)*

Checking tires and wheels.

☐ Check pneumatic tires weekly to be sure that they have enough air. Carry a pressure gauge (purchased in an auto supply store) and follow the instructions in the owner's manual for the amount of air needed for the tires (usually 55 pounds).

☐ Check solid tires for cracks and to determine if they fit tightly to the rim. *(Tires should be replaced before they wear out.)*

☐ Check the wheels monthly by leaning the wheelchair to the side, spinning the free wheel, and then moving the still wheel back and forth. The

wheel should spin freely and smoothly without wobbling from side to side. *(If it is loose and wobbly, the axle needs to be tightened. If it doesn't keep spinning until it slows down naturally, the axle is too tight.)*

☐ Check the casters to make sure they are adjusted properly. *(Casters should fit tightly to allow them to spin without resistance. They should not flutter. Loose casters tend to lock and stop abruptly. If they are too tight, the wheelchair will be difficult to steer. Check your manual for instructions on how to adjust the casters.)*

Keeping parts lubricated.

☐ Clean and pack ballbearings with grease at least once a year.

☐ Make sure the wheelchair folds smoothly. Lubricate the moving parts with silicone or paraffin. *(Do not use oil, grease, or soap. Dirt adheres to these substances and keeps the wheelchair from working properly.)*

☐ Lubricate parts such as crossbars and center braces which telescope in and out.

☐ Take your wheelchair to the shop yearly for a thorough cleaning and lubrication.

Caring for a wheelchair at home.

☐ Make sure all carpet nails are pounded flat.

☐ Use carpeting with very little pile. Shag rugs can get into the wheelchair's mechanisms and reduce freedom of movement.

☐ Vacuum frequently. *(Animal hair and human hair can be a problem.)*

Professional repair jobs.

■ Dealers recommend that a customer should allow one day for repair of a wheelchair.

■ The method used to pay for wheelchair repairs can inhibit getting the work done if there has not been proper planning. If the work is being paid for with cash, it is highly likely that the work will be completed quickly. If the shop has to wait for Medi-Caid authorization, it may take longer. Be prepared by contacting Medi-Caid for authorization in advance of a repair.

■ Loaners are provided only when the disabled person can use a standard wheelchair. If the wheelchair for a severly disabled person is being repaired, it is highly likely that there will not be an appropriate loaner. Sometimes a customer must wait in a shop for hours until his/er wheelchair is repaired or, worse, leave it in the shop for days and go without the use of a wheelchair.

ADAPTING VEHICLES TO MEET SPECIAL NEEDS

Are you planning to buy a vehicle and to adapt it to meet your special needs? Disabled persons who drive vans and mechanics who specialize in adapting cars and vans have some tips for you:

Is there a vehicle in your future?

☐ Look over the market to determine what appeals to you.

☐ Talk to a mechanic who adapts cars or vans to identify which vehicles best fit your needs. *(If you want a "customized surfer van" and buy it before talking to a mechanic, you may not be able to buy the type of lift you want because it won't fit onto the custom van.)*

☐ Discuss your equipment needs with the mechanic in some detail. If possible, supply prescriptions for special equipment from a doctor or therapist.

☐ Look at the available special equipment to determine which model best meets your needs.

☐ With the assistance of the mechanic and the car salesperson, match the vehicle and the special equipment with your particular tastes.

☐ Shop around to get the best price.

☐ Allow at least 7 to 10 days to adapt a vehicle. A few adaptations will take longer.

What you'll have to pay.

■ Charges for modifications on a van can range from $250 for hand controls to $10,000 or more for major adaptations. A lift will cost approximately $2,300.

■ Plan on paying more for insurance because an

adapted van has more to insure. Insurance dealers explain that insurance rates are based on age, sex, where the vehicle is driven, past insurance statistics, driving record, and equipment in the vehicle. New drivers should also expect to pay more because they can't qualify for a preferred driver status until six months to two years of driving prove them to be good drivers.

Maintaining your investment.

Read and keep all the brochures for all the parts of your car or van and be meticulous about following the instructions. Mechanics recommend that you take your vehicle to a repair shop every six months for a systematic check. It usually takes longer (and costs more) to repair or replace a broken part than to perform upkeep maintenance on a regular schedule.

☐ Check hand controls and the lift for tightness. *(Ask your mechanic to demonstrate how tight they should be, and periodically check for irregularities.)*

☐ Keep the parts oiled. *(Ask your mechanic to show you what needs to be oiled, where it needs to be oiled, and how often this should be done. Also ask for a recommendation on what brand of oil or lubricant to use.)*

When your vehicle needs repairs.

■ When repairs are needed, services costs are going to be about $30 per hour. It is extremely important to maintain your vechicle to keep these service costs down. Keep in mind that service costs may increase.

■ For minor repairs, you can save money by going to the shop that installed your adaptations.

■ Most shops that do modifications guarantee all parts and labor. However, their guarantee applies only to the special modifications and their upkeep. It does not apply to parts of the vehicle, such as the engine, which they do not alter.

■ Don't expect to get a loaner while your adapted van or car is being repaired. It's unlikely that your special buggy has a clone.

SHOPPING CENTERS

Persons in wheelchairs generally have little trouble getting into stores located in shopping malls. The stores are at the same level as the walkways, and centers with multiple levels have elevators to reach each level. Large department stores with multiple floors also have elevators. Newer complexes have been built to be accessible throughout, including restaurants and restrooms.

Parking at the store.

■ Stores that do not have designated handicapped parking recommend that you park near the front door. Alhough this area is a no-parking zone, it is considered to be an appropriate area for handicapped shoppers.

Wide aisles make a difference.

□ Call ahead to verify that store aisles are wide enough for a wheelchair, that your wheelchair will fit in the dressing room, and that the store has the merchandise you are looking for.

■ Larger department stores are more apt to have clear, wide aisles.

■ Smaller stores may present problems by having numerous racks of clothing to maneuver around.

■ Many disabled persons shop in wholesale discount stores that are located in warehouses where the aisles are wide enough for wheelchairs.

Dressing rooms.

■ Some stores with dressing rooms which open onto the store's main floor have doors hung from shoulder-to-knee height. These doors are not long enough to shield a person trying on clothes from a seated position.

■ The width of the door to the dressing room and the size of the dressing room may also cause you problems in many stores.

■ Clerks will assist a person in a wheelchair trying on clothes, but they will not lift a person.

Large general stores.

■ Large general stores that carry a wide selection of goods such as clothes, toys, garden, and

household supplies often do not have aisles wide enough for a wheelchair to enter the shopping area of the store. You can go to the courtesy booth, usually located near a main entrance, to ask how to enter the store. *(When your shopping is completed, pay for your merchandise by going back out the way you came in and going over to a checkstand.)*

GROCERY STORES

Although many grocery stores are wheelchair accessible, managers report that most of the shoppers in wheelchairs are accompanied by family or friends. Reaching for products on upper shelves and using the high, deep baskets present problems for disabled persons shopping by themselves.

Suggestions from managers.

☐ Know the layout of the grocery store to expedite shopping. (*The four outer walls are usually lined with: 1) meats, 2) dairy products, 3) produce, and 4) the check-out lanes. The other supplies are on the aisles in between.*)

☐ Ask for assistance from employees or other shoppers to reach items high on the shelves.

☐ Shop in stores with wide aisles and wide areas between the checkstands.

☐ When you enter a store for the first time, pass by all the cashiers to determine if there is an aisle wide enough for a wheelchair. If not, then it is necessary to go out the way you came in with the basket, and to check out from the front of the checkstand.

☐ In grocery stores with courtesy booths for check approval, request assistance if needed from the employees assigned to the booth.

Tips about grocery stores.

■ Some managers assign an employee to shop with a person in a wheelchair. (*However, in general, stores do not train employees to work with disabled shoppers.*)

■ The entrances to different stores' shopping areas differ. In some stores, a person in a wheelchair can go under the bar where the shopping carts are stacked. In others, a wheelchair can fit

through a special check-out lane called a *pass-through lane*.

■ The restrooms in grocery stores are not for public use. Therefore, in most cases, they are not accessible.

SPECIAL EQUIPMENT

Telephone services & equipment.

Telephone companies provide special communication services and products to those with physical disabilities that limit their use of the telephone. Included are amplified phones, handsets, and headsets; bells, lamps, and signals; automatic dialing devices that dial numbers at the touch of a button; and speaker-phones that can be used without lifting the handset.

Inquire into what telephone services are available in your community by contacting your closest telephone business office. A field representative will come to your home to adapt equipment.

☐ See the contents list in the "Customer Guide" in the front of the *White Pages* of your telephone directory to find out how to look up the number for "Disabled" or "Handicapped" services.

☐ Record the number for future reference in the **Handy Reference** section at the back of this book.

Questions to ask about equipment.

☐ What services are available for persons with my disability?

☐ What is the cost for the service or product?

☐ How long does it take to get the service or product?

Manufacturers' Exposition.

Every year the California Association of the Physically Handicapped, Inc., conducts the International Abilities Unlimited Exposition in Los Angeles at which many companies that manufacture and sell special equipment display products.

■ The Exposition publishes a "Directory Buyers Guide: Latest in Products and Services for the

Disabled Around the World" which lists all the exhibitors and their products.

■ Write to the companies for catalogs of their products. *(The 1981 exhibitors, their addresses, and their products are listed below.)*

■ For information about the Exposition, contact the California Association of the Physically Handicapped, Inc., P.O. Box 22552, Sacramento, CA 95822.

International Abilities Unlimited Exposition/Exhibitors.

(Sponsored by the California Association of the Physically Handicapped, Inc.)

Abbey Medical
600 South Normandie Avenue
Los Angeles, CA 90005
(213) 384-5292
► Medical supplies and equipment.

ABLE: Aids to Better Living Effectively
14284 Carl Street
Arleta, CA 91331
(213) 896-8040
► Functional aids and devices.

The Advanced Technology Corp.
P.O. Box 19142
Kansas City, MO 64141
(816) 931-7007
► Power unit which allows handicapped to stand.

AFW of North America
311 Bank of New York Building
Suite 311
Olean, NY 14760
(716) 372-2935
► Hydraulic lift walls, steel access ramps.

Allmino Corporation
Box 629
Fairfield, NJ 07006
(201) 227-2502
► Specially designed kitchen cabinets.

American Stair-Glide
4001 East 138th Street
Grandview, MO 64030
(816) 763-3100
► Stair lifts, wheelchairs.

Amigo Sales, Inc.
6693 Dixie Highway
Bridgeport, MI 48722
(517) 777-0910
► Power wheelchair.

Acquanaids Incorporated
6315 Shawson Drive, Unit No. 4
Mississauga, Ontario L5T 1J2
Canada
(416) 678-2590
► Swimming pool access.

Arjo Hospital Equipment, Inc.
6216 Oakton Street
Morton Grove, IL 60053
(312) 967-0360
► Hygiene systems.

ASSA/West, Inc.
432 228th Avenue S.E.
Redmond, WA 98052
(206) 392-7516
► Locks and latches.

Bowers Companies
430 East Pacific Coast Hwy.
Long Beach, CA 90801
(213) 591-0501
► Custom wheelchairs, respiratory care systems.

The Braun Corporation
1014 South Monticello
Winamac, IN 46996
(219) 946-3647
► Wheelchairs, roll-in showers.

Canine Companions
P.O. Box 446
Santa Rosa, CA 95402
(707) 528-0830
► Dogs to facilitate independence.

Chair Caddy
P.O. Box 794
Mentone, CA 92359
(714) 794-1396
► Wheelchair tote bag.

Communicati[illegible] Research Corp.
2500 Seattle Tower
Seattle, WA 98101
(206) 624-9090
► Electronic messages.

Crow River Industries
Skyway Plaza Office Bldg.
Suite 1
1415 East Wayzata Blvd.
Wayzata, MN 55391
(612) 475-2786
► Mobility products such as nonhydraulic lifts, door operators.

Damaco, Inc.
9612 Lurline Avenue, Unit A
Chatsworth, CA 91331
(213) 709-4534
► Wheelchair power drives.

Data Display Systems
9129 Lurline Avenue
Chatsworth, CA 91311
(213) 882-3151
► Large type IBM typewriter.

Susan Dunham
34 Beacon Hill Drive
East Brunswick, NJ 08816
(201) 254-4627
► Carrying tray for people using crutches, walkers, wheelchairs.

Electra Company
Division of Masco Corp.
300 East County Line Road
Cumberland, IN 46229
(317) 894-1440
►Cordless telephones.

Equalizer Corporation
Box 1296
San Luis Obispo, CA 93406
(805) 541-1566
► Wheelchairs for active people.

E-Z Lift
1032 Palm Avenue
South Pasadena, CA 91030
(213) 441-2878, 299-3430
► Wheelchair transport.

Gryphon Engineering
9152 Sepulveda Blvd.
Sepulveda, CA 91343
(213) 984-4414
► Portable hand controls.

Handi-Ramp, Inc.
Box 745, 1414 Armour Blvd.
Mundelein, IL 60060
(312) 566-5861
► Ramps, vehicle wheelchair tie-downs.

Howard Machine Company
1171 East Ash
Fullerton, CA 92632
(714) 738-3933
► Wheelchair loader.

Independent Transfer Equipment Co.
11602 Knott Avenue, Suite 9
Garden Grove, CA 92641
(714) 898-9005
► Self-lift transporters.

Invacare Corporation
1200 Taylor Street
Elyria, OH 44035
(216) 365-9321
► Innovative wheelchairs.

Jobst Institute, Inc.
653 Miami Street
Toledo, OH 43605
(419) 698-1611
► Flotation products to eliminate pressure sores.

Kedco
1377 West 13th Street
Upland, CA 91786
(714) 985-2451
► Traction exercise unit.

Libin & Associates
907 Hollywood Way
Burbank, CA 91505
(213) 845-7488
► Physical therapy equipment.

Mobility Dynamics
21029 Itasca, Unit D
Chatsworth, CA 91311
(213) 993-1026
► Van lifts, power seals.

M.S.E. Corporation
P.O. Box 241
Sacramento, CA 95802
(916) 486-3857
► Front fork suspension for wheelchairs.

National Bus Sales & Leasing Co.,Inc.
6950 Tujunga Avenue
North Holllywood, CA 91605
(213) 763-4217
► Lift installation and service.

Orthopedic Systems, Inc.
Rt. 1, Box 136A
Nelsonville, OH 45764
(614) 753-4155
► Unicycle mobility device.

Pagemate, Inc.
5321 South Sheridan, Suite 23
Tulsa, OK 74145
(918) 627-7440
► Book holder.

Palmer Industries
P.O. Box 707
Endicott, NY 13760
(607) 754-1954
► Outdoor wheelchairs.

Peterik Corporation/ASSA
6572 S.E. Lake Road
Milwaukie, OR 97222
(503) 659-8916
► Door openers.

Possum, Inc.
105 Madison Avenue
New York, NY 10016
(212) 689-8125
► Environment controls.

Prentke Romich Company
R.D. 2, Box 191
Shreve, OH 44676
(216) 567-2906
► Electronic communication and environmental controls.

PROMAC
12129 Roxie Drive
Round Rock, TX 78664
(512) 258-4231
► Urinary systems.

P.S.P. Medical Rentals Company
501 West Washington Blvd.
Montebello, CA 90640
(213) 725-0101
► General medical supplies.

R.E.B. Manufacturing Co.
State Route 568
Carey, OH 43316
(419) 396-7561
► Lifts with manual back-up system.

Ricon Sales, Inc.
11684 Tuxford Street
Sun Valley, CA 91352
(213) 768-5890
► Wheelchair lifts.

Roho Research & Development, Inc.
P.O. Box 866
East St. Louis, IL 62203
(618) 397-1881
► Inflatable wheelchair cushion.

Solo Products, Inc.
2435 Front Street
West Sacramento, CA 95691
(916) 371-6591
► Converts wheelchairs from manual to power.

Sportswheels
17802 Mitchell
Irvine, CA 92714
(714) 540-2800, (800) 432-3302,
U.S. (800) 854-4051
► Lightweight wheelchairs.

Stainless Medical Products
9389 Dowdy Drive
San Diego, CA 92126
(714) 578-6920
► Lightweight wheelchairs.

Stand-Aid, Inc.
Box 386
Sheldon, IA 51201
(712) 324-2153
► Standing position device.

Wheelchair Carrier Sales Corp.
P.O. Box 16202
Phoenix, AZ 85011
(602) 948-6581
► Top loader for wheelchairs.

The Wide One Corporation
3051 East La Palma Avenue
Anaheim, CA 92806
(714) 630-7933
► Wheelchair lift.

Willie Walker, Ltd.
3139 East Hilldale Avenue
Simi Valley, CA 93063
► Walker for persons in wheelchairs.

Wilson Wheel & Tire Co.
20969 Ventura Blvd., Suite 9
Woodland Hills, CA 91364
(213) 347-5001
► Tires for wheelchairs.

Phil Wood & Co.
153 West Julian Street
San Jose, CA 95110
(408) 298-1540
► Components for wheelchairs.

Wright-Way, Inc.
P.O. Box 40907
Garland, TX 75040
(214) 271-2488
► Modifications for vans
and wheelchair loaders.

RESOURCES/ GOODS & REPAIR SERVICES

American Automobile Association. ***Vehicle Controls for Disabled Persons.*** Washington, DC: American Automobile Association.

Arthritis Foundation. ***Flexible Fashions.*** New York: Arthritis Foundation.

Hodgemand and Warpeha. ***Adaptations and Techniques for the Disabled Homemaker.*** Minneapolis: Sister Kenny Institute.

Institute of Home Economics. ***Clothes for the Physically Handicapped Homemaker.*** Washington, DC: United States Department of Agriculture.

Men's Fashions for the Wheelchair Set. Chicago: Leineweber Inc.

HOUSING

QUIZ YOURSELF

What are your living arrangements? Do you live with a spouse? a relative? alone? with a roommate? other?

Did you find your home through the newspaper, a realtor, friends or relatives, or an agency for disabled?

Where have you made the most modifications to your home?

How much have you spent to make modifications in your home?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Housing? (Turn the page to compare your answers to those of our survey respondents.)

HOUSING. A lack of transportation often limits disabled persons in their search for housing. They may also be limited by how much they can afford to spend, and by special requirements and adaptations that might be necessary to make the home itself accessible and comfortable. You can make your own housing search as easy as possible by first determining if there are agencies that serve the housing needs of disabled persons in your area. Then find out if you are eligible for financial assistance. There are many things to look for in a home and neighborhood. And there are specific questions you should ask the home-owner. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

What are your living arrangements?

The greatest portion of disabled respondents lived with their husbands or wives (37%). Most of the remaining respondents lived with relatives (24%), or alone (22%). Of able respondents, 59% lived with a spouse, 15% with relatives, and 13% lived alone.

How did you find your home?

Of disabled respondents, 35% reported finding a home through friends and relatives, and 23% through realtors. Only 5% of survey respondents found their homes through an agency for disabled. Able persons (45%) most often indicated that they found their homes through realtors.

What modifications have you made?

In our survey, 38% of the disabled respondents modified the outside entrance of their homes, and 35% modified the bathroom. The remaining answers from disabled respondents were as follows: living room 7%, kitchen 11%, bedroom 16%, and *other* 13%. This question, which asked *What modifications have you made to accomodate your disability?* did not apply to able respondents.

How much do you need to spend?

Of our disabled respondents, 52% reported that they spent more than $500 on modifications to their homes, and 48% reported that they spent less than $500. This question did not apply to able respondents for the same reason described above.

**You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.*

FINDING AND MODIFYING A HOME

■ For disabled persons who do not own vehicles, transit companies recommend that housing be obtained near a bus route, served by lift-equipped buses if possible. They also suggest that the bus routes be checked to verify that buses do operate in the area during the hours when transportation will be needed, such as for a night class.

Desirable neighborhoods.

■ Keep in mind that the more desirable neighborhoods can demand higher rents. Consider what neighborhoods in general you can afford by looking at the housing listed in the newspaper and comparing rents for the same size apartment in several neighborhoods.

Tips on searching for a home.

Social service agencies often work with realtors in identifying accessible housing units.

■ The newer the housing unit building, the more accessible it will probably be. Buildings constructed in the last five years tend to have wider doors and are more easily modified.

■ Grab bars for bathrooms are relatively inexpensive ($13-$25) depending on the length and model. They are available at medical supply stores and are easy to install. *(Once installed, the grab bar becomes the property of the landowner.)*

■ Renters are often asked to sign a rental agreement. It should be read carefully, and signed only if you agree with the terms.

Finding a home.

☐ Advertise to everyone you know that you are looking for a house/apartment/condominium. Ask your friends and relatives to write down the telephone number listed on the "For Sale" or "For Rent" sign of any potential housing unit they see.

☐ Subscribe to or buy the local newspaper for the area in which you hope to find housing.

Conduct a telephone survey.

Conduct a systematic telephone search before going to check on leads, leaving only the most promising to follow up with a visit. *(If a telephone number is not given, it is probably not worth the trouble to go look at the house.)* A systematic telephone search includes the following:

☐ Ask the most general questions first to build up rapport and a cooperative relationship with the landowner or realtor.

☐ Start with questions about parking, the entrances, and then the interior of the home. Systematically gather the needed information from the front door and on into the living room, passageways, halls, bathrooms, and bedrooms.

■ *A typical telephone inquiry could include the questions in the "Telephone Housing Survey" (see page 23).*

Modifying a home.

After using the telephone to identify possibly affordable and accessible housing, visit the most promising candidates to determine their adaptability.

☐ Measure the width of the wheelchairs to be used in the house and their turning radiuses. *(Many modern kitchens are small, and wheelchairs can go in and out of them but cannot turn around in them.)*

☐ Contact the appropriate service agencies to determine if they provide assistance in installing ramps and/or whether or not they are capable of obtaining wood at reduced prices.

Financial assistance for housing.

Qualified disabled persons may be eligible for rent subsidies. Contact the housing authority in your city for further information.

■ To qualify for a rent subsidy, you must usually give documentation of a disability and verification of income, such as SSI and bank statements.

■ Once you qualify, the local housing authority may assist with your rent through funds from the Department of Housing and Urban Development.

■ Disabled persons pay no more than 25 percent

of their income for rent, and HUD pays the balance within limits of the fair market value (an established rate for housing in the area).

Section 8 rental assistance.

In many parts of the country handicapped citizens may be eligible for rental assistance or low-rent apartments through one of the Section 8 programs of the federal Department of Housing and Urban Development (HUD).

The Section 8 Existing "Finders-Keepers" Program provides rent supplements to handicapped, senior-citizen, and other low-income families. The program is oriented toward the private housing market, with families seeking and selecting their own units within broad program guidelines.

Another program provides Subsidized Section 8 Housing. This program financially assists builders in the construction of low-rental apartments.

☐ For information about the "Finders-Keepers" Program, contact the "Housing" department listed under "City Government Offices" in your telephone directory.

☐ If you are unable to obtain information about the "Finders-Keepers" Program you might contact the Office of Existing Housing and Moderate Rehabilitation of HUD in Washington, DC, at (202) 755-5353 to find out the office nearest you which administers the program in your area.

☐ For a listing of all available Subsidized Housing in your area, contact your local office of the Department of Housing and Urban Development, listed under "United States Government Offices" in the telephone directory.

TELEPHONE HOUSING SURVEY

The list of questions below is important to keep in mind when you are looking for housing.

General questions.

1. Hello. Are you the person with the home for rent?

2. How much is the rent per month?

(After calling several rental listings and reading

the newspapers, you will have a good idea of what a reasonable rent should be for the neighborhood.)

3. How many bedrooms are there?

(In general, the more bedrooms there are, the higher the rent will be.)

4. Is a deposit of the first and last months' rent required?

(Some landlords require the tenant to pay the first and last months' rent prior to moving in. The reason for this is that some tenants do not give thirty days' notice before they move out and leave without paying the last month's rent. With the last month's rent in their possession from the outset, landlords have less worry about.

5. Is a cleaning deposit needed?

(A cleaning deposit is an amount of money that a landlord requires when a tenant moves in to cover any cleaning expenses which may be required after the tenant vacates the rental unit. Most landlords do require a cleaning deposit. After contacting several rental listings, you will have a good idea of what a reasonable cleaning deposit should be.)

Remember: A *deposit* is refundable; a *fee* is not.

6. [If unfurnished:] Is there a stove and refrigerator?

(When a housing unit is advertised as unfurnished, it usually has a stove and refrigerator; however, you can't assume that there is a stove and refrigerator.)

7. Are there laundry facilities?

8. How close is the nearest bus stop?

9. How close is the nearest grocery store?

10. What store is it?

11. How close is the nearest bank?

12. What bank is it?

Questions related to being disabled.

(Do not announce that you are a disabled person or ask if the landlord rents to disabled persons. The issue is whether you want to rent the housing.)

13. How far from the parking area is the entrance to the housing?

14. Is there a curb or step? If yes, how high is it?

15. Are there steps to the front door? How high are they?

16. Are there steps to the back door? How high are they?

17. How wide are the front and back doors?

18. How wide is the doorway to the bathroom(s)?

19. How wide is the doorway to the bedroom (s)?

20. How wide is the hall?

21. How wide is the widest part of the bedroom with furniture in it (between the bed and the dresser)?

22. How wide is the bathroom door between the edge of the open door and the molding?

23. [If too narrow:] Can the door and molding be removed and a curtain hung?

24. How high is the tub from the floor?

25. Can a grab bar be installed in the bathroom?

26. Is the sink wall-hung?

27. How wide is the kitchen?

28. Thank you very much for this information.

(Make an appointment to look at the apartment if you judge it to be appropriate.)

HOUSE-HUNTER'S CHECK-OFF LIST

There is a lot to look for when you are searching for a home. You can keep track of your house/apartment search by making copies of the following list. Written records of each potential home you investigate will make it easier for you to remember important items of interest.

☐ Name of building

_____

☐ Type of building

_____

☐ Address

_____

_____

_____

☐ Manager _____

☐ Phone _____

LEASE

☐ None _____

☐ Month to month _____

☐ Six months _____

☐ One year _____

☐ Other _____

RENT

☐ Furnished _____

☐ Unfurnished _____

☐ One-bedroom _____

☐ Two-bedroom _____

☐ Three-bedroom _____

☐ Other _____

DEPOSIT

☐ Amount _____

UTILITIES INCLUDED

☐ All _____

☐ Water _____

☐ Electric _____

☐ Gas _____

RESTRICTIONS

☐ Children _____

☐ Pets _____

☐ Other _____

_____

TYPE OF HOUSING

☐ Sr. Citizen only _____

☐ Section 8 housing _____

☐ Other _____

ADAPTATIONS ALLOWED

☐ Ramps _____

☐ Grab bars _____
☐ Other _____

ENTRANCE
☐ Door width _____
☐ Screen door _____
☐ Other _____

KITCHEN
☐ Sink height _____
☐ Working space _____
☐ Shelf space _____
☐ Faucet lever type _____
☐ Stove type _____
☐ Other _____

BATHROOM
☐ Door width _____
☐ Sink height _____
☐ Mirror height _____
☐ Tub _____
☐ Shower _____
☐ Curtain _____
☐ Glass door _____
☐ Other _____

BEDROOMS
☐ Door width _____
☐ Hall width _____
☐ Degree of entry _____
☐ Other _____

FLOORS
☐ Linoleum _____
☐ Wood _____
☐ Tile _____
☐ Other _____

CARPETS
☐ Hi-lo _____
☐ Indoor-outdoor _____
☐ Short shag _____
☐ Long shag _____
☐ Other _____

BUILDING
☐ Entrance gate _____
☐ Building door _____
☐ Level of access _____
☐ Number of steps _____
☐ Handrails _____
☐ Ramps _____
☐ Other _____

ELEVATOR
☐ Height of controls _____
☐ Type of controls (Braille, recessed, etc.) _____
☐ Door width _____
☐ Operating speed _____
☐ Cab size _____
☐ Fire alarm _____

☐ Phone _____

☐ Emergency switch _____

☐ Other _____

PARKING

☐ Back lot _____

☐ Front lot _____

☐ Width of space _____

☐ Blue curb _____

☐ Curb cuts _____

☐ Other _____

RESOURCES/HOUSING

Carry, Jane Randolph. ***How to Create Interiors for the Disabled***. New York, NY: Pantheon, 1978.

Chasin, Joseph. ***Home in a Wheelchair***. Washington, DC: Paralyzed Veterans of America, 1977.

8 Facts about Section 8. Washington, DC: United States Department of Housing and Urban Development.

Hodgeman and Warpeha. ***Adaptations and Techniques for the Disabled Homemaker***. Minneapolis, MN: Sister Kenny Institute.

Housing for the Handicapped. Washington, DC: United States Department of Housing and Urban Development, 1979.

Laurie, Gini. ***Housing and Home Services for the Disabled***. New York, NY: Harper and Row, 1977.

Mealtime Manual for the Aged and Handicapped. New York, NY: Institute of Rehabilitation Medicine.

Meredith, Diane and Olson, Sharon. ***Wheelchair Interiors***. Chicago, IL: National Easter Seal Society, 1973.

The Wheelchair in the Kitchen. Washington, DC: Paralyzed Veterans of America, Inc.

Thompson, Marie McGuire. ***Housing for the Handicapped and Disabled: A Guide for Local Action***. Washington, DC: National Association of Housing and Redevelopment Officials, 1977.

Wheelchair Bathrooms. Washington, DC: Paralyzed Veterans of America, Inc.

LOCAL TRANSPORTATION

QUIZ YOURSELF

What is you major means of transportation? taxi? your own vehicle? public transportation? other?

If you have access to a vehicle, do you own it, lease it, or borrow it?

Do any of the following limit your mobility: lack of accessible public transportation, cost of transportation, or distance to transportation?

What types of special equipment does your vehicle have?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Local Transportation? (Turn the page to compare your answers to those of our survey respondents.)

LOCAL TRANSPORTATION. What do you do if you don't own a vehicle? Disabled persons are often limited by the cost of private transportation and the lack of accessible public transportation. And even those who do own vehicles may be restricted by parking problems. In order to be as independent as possible, it is a good idea to research all available transportation in your area. In some areas there are services such as buses with lift equipment, light-rail transit, door-to-door service, taxicabs, and car pools. Other areas may not provide many of these. Your local transit authority should be able to answer any specific questions you might have. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

Your method of transportation?

Nearly two-thirds (62%) of the disabled persons surveyed used their own vehicles as their major means of transportation. The remaining disabled respondents indicated the following: public transportation, 9%; taxi, 3%; walking, 1%; someone drives them, 22%; other, 3%. Of able respondents, 92% reported using their own vehicle for transportation.

Do you own your vehicle?

For those disabled persons using a vehicle for transportation, 94% owned it, 1% leased it, and 17% borrowed it. Of the able respondents using a vehicle, 98% owned the vehicle.

**You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.*

What limits your mobility?

Of disabled respondents, the majority (36%) reported the cost of private transportation as their major limitation to mobility. Other responses were: lack of accessible public transportation, 30%; distance to public transportation, 16%; cost of public transportation, 13%; and other, 13%. A small number of able persons said they had difficulties with transportation (less than 10% in each category listed).

Special equipment on your vehicle?

Respondents cited hand controls as the most used special equipment on their vehicles (36%). Other responses included: lifts, 23%; automatic doors, 17%; other, 24%. This question pertained only to disabled motorists.

TRANSPORTATION OPTIONS

Depending on the population of an area, there are various transportation options available to disabled persons. These include city buses, publicly and privately owned door-to-door services, light-rail transit, taxicabs, and car pools. You can find the answers to specific questions concerning public transportation in your area by calling your local transit authority.

CITY BUSES

Determine if your area is served by buses. Persons in wheelchairs should ask whether or not they are lift-equipped.

☐ When first using lift-equipped buses, try to bring an able-bodied friend for assistance until the procedure is mastered. *(If you don't have a companion, other passengers will usually offer to help.)*

☐ Determine when you will need public transportation on a regular basis. *(For example, if you are taking night classes, be sure the lift-equipped buses are running at night.)*

☐ Plan ahead, allowing yourself plenty of time to arrive at your destination.

☐ Travel at non-peak hours whenever possible to reduce costs. *(The peak work-hour times are before 9:00 a.m. and between 3:00 p.m. and 6:00 p.m.)*

☐ Call the local transit company for copies of time schedules for routes you will most likely use.

☐ Request a copy (if one is available) of a brochure providing information about lift-equipped buses in the area.

☐ Keep up-to-date by obtaining the most recent literature on taking the bus. *(As routes change, the routes for lift-equipped buses may also change.)*

☐ If it would save you money, obtain a monthly bus pass (if one is offered in your area).

☐ Find out where to catch the bus. Be sure to determine which side of the street to wait on. *(You will probably be told to catch the bus on the corner of two cross streets.)*

☐ Ask the information operator from the transit company or the bus driver which stop is closest to your destination. *(Sometimes only strategic stops are listed on the schedule.)*

☐ Be sure to read the headings on the lists of times. *(Some schedules are for weekdays, some are for Saturdays, and others are for Sundays. In one table times are given from the beginning of the route to the end. In a second table times are given from the end of the route to the beginning. Another table may give each strategic stop with a list of the times the bus stops there.)*

☐ If your desired stop is not listed in the schedule, try to estimate when the bus would arrive at your stop by looking at the time schedule for both the strategic stop before yours and the one after yours. Estimate where, in time, your stop falls in between.

DOOR-TO-DOOR TRANSIT SERVICE

This transportation service most often uses a shared-ride concept. It is not a taxicab service.

■ Riders are picked up at their doors and are dropped off at the doors of their destinations.

■ Passengers are picked up and dropped off along the way.

Obtaining service in your area.

☐ Look for the telephone numbers for local door-to-door transit companies under "Bus Lines" in the *Yellow Pages*.

☐ Telephone the service.

☐ Ask what you have to do to obtain eligibility and ask that an application be sent to you if necessary.

☐ Establish what verification is needed to determine eligibility.

☐ Determine if an identification card will be issued.

LIGHT-RAIL TRANSIT

Some areas provide light-rail transit such as trolleys or subways. Determine whether or not this service is provided in your area.

Questions to ask transit authorities.

☐ Are transit passes available at reduced prices for the disabled, and if so, how does one go about obtaining one?

☐ Is there a certain area where a person in a wheelchair should wait?

☐ Is the operator available to provide assistance?

☐ What is the best method of boarding when using a wheelchair?

☐ Should the operator be informed as to when you board and when you want to get off?

■ When stations are announced by the driver and are not labeled with signs, the hearing impaired should let the operator know their destination.

■ In some cases it is not possible to tie wheelchairs down because of transit equipment under every seat. In these cases, wheelchairs should be positioned perpendicular to the way of travel and locked.

TAXICABS

Disabled persons who can fold their wheelchairs may be able to use the services of a taxicab. Those interested should look up "Taxicabs" in the *Yellow Pages* and call a few different companies for comparison. Ask about fees and the services provided for disabled riders. Compare prices and determine which company is the most economical for the services provided.

■ Keep in mind that most taxicabs do not have lift equipment.

■ Some drivers are willing to help lift a person into the taxi, fold the wheelchair, and put it into the vehicle. This, of course, requires a foldable wheelchair.

CAR POOLS

Some communities will have car-pool services that may be of help to you.

☐ Look for the local commuter car-pool informa-

tion service in the *Yellow Pages* under "Car Pool Information Service" and "Commuter Services."

RESOURCES/LOCAL TRANSPORTATION

Department of Motor Vehicles.

The local offices of the Department of Motor Vehicles can be found in the telephone directory under the government listings for your state.

Door-to-Door transit.

To find the local public and private transportation services providing door-to-door pick-up and delivery, look up "Bus Lines" in the *Yellow Pages* of the telephone directory.

Service Organizations.

Because many service organizations provide transportation, look up "Social Service Organizations" in the *Yellow Pages*. Contact the agencies individually to determine if you meet their qualifications for receiving services.

Taxicabs.

To find the taxicab companies available in your community, look up their telephone numbers in the *Yellow Pages* of the telephone directory under "Taxicabs."

Transit systems.

The local transit or bus company can be found in the telephone directory. If the company is operated by the city, it is listed in the government listings for your city. If it is operated by the county, it is listed in the government listings for your county. If it is operated by the state, it is listed in the government listing for your state. You will need to know the proper name of the transit company to find it listed alphabetically in the telephone directory.

The transit company may also be operated by a private company. In order to find it in the telephone directory, either look it up by its proper name in the *White Pages*, or look under "Bus Lines" in the *Yellow Pages*.

LONG DISTANCE TRAVEL

QUIZ YOURSELF

What are the two ways disabled persons in a wheelchair can get into an airplane that doesn't have a jetway?

Are attendants of disabled persons required to pay full bus fare?

How far in advance should you make reservations with Amtrak?

What arrangements should you make if you need extra leg-room on an airplane trip?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** research. How would *you* answer these questions about Long Distance Travel? (Turn the page to compare your answers to those of our information sources.)

LONG DISTANCE TRAVEL. What would be the easiest and most economical way to take a trip? When should reservations be made? These are questions that concern anyone who is getting ready to travel. But they are even more important to disabled persons who must also take other considerations into account. Will there be additional charges for an attendant? Is there room to stretch your legs and to put your equipment out of the way? Will there be someone you can count on to help you? Will you need medical clearance before boarding the transportation? And can you get a discount by providing proof of your disability? This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

(The information below was supplied by providers of long-distance travel. You will find this information and more in the following chapter.)

How do persons in wheelchairs board an airplane?

Some terminals use forklifts to bring persons in wheelchairs up to the catering door of the plane. Other terminals use ground crew members to carry disabled persons up the stairs into the airplane.

Do attendants pay full bus fare?

Disabled persons pay regular fare, but attendants travel free.

When to make Amtrak reservations?

Make reservations at least 24 hours in advance. If traveling with an attendant, make a reservation for the attendant and request the special price for him/er.

What if you need extra leg-room?

If you require a special seat for extra leg-room, inform the reservations clerk and make reservations at least two days in advance.

GOING FAR FROM HOME

Long-distance traveling requires special arrangements, and often involves the use of airplanes, buses, and/or trains. The following guide will give you an idea of what services are available to make your trip as pleasant and easy as possible.

TRAVEL AGENCIES

The services that travel agencies provide are free to the consumer. They arrange entire travel packages and should be able to find appropriate accommodations for disabled customers.

Working with travel agents.

■ Because they are able to place telephone calls through their toll-free numbers, agents can plan trips less expensively than individuals can.

■ When contacting agents, you may want to ask if they belong to the Society for the Advancement of Travel for the Handicapped, an organization of travel agents developed specifically to serve handicapped travelers.

■ When planning a trip with the help of a travel agent, you can indicate your limitations and request hotels with wheelchair accessibility, proper alarm systems if you are hearing impaired, and such considerations as a willingness to accept a dog serving a disabled patron.

■ Travel agents do not make reservations with Amtrak (trains) or Greyhound buses because these agencies work through their own agents.

■ Agencies trained to serve handicapped travelers will prepare the itinerary in Braille for blind travelers.

TRAVELING BY BUS

All of the major long-distance bus companies accept disabled travelers. The bus lines recommend that disabled persons be aware of the following:

■ Disabled persons pay regular fare and attendants travel free.

■ Some companies allow their drivers to assist disabled persons in boarding the bus at the beginning of the ride and in getting off at the destination point, but not at stops in between.

■ The bus stops every four hours for a rest stop and/or meals. There is a restroom on the bus.

■ Disabled persons should buy tickets early to enable them to be seated before other passengers.

TAKING THE TRAIN

The major passenger rail service is Amtrak. Amtrak can be reached at the following numbers:

■ Toll-free reservations . . . . . (800) 648-3850
■ TTY (toll free) . . . . . (800) 523-6590

There are lift-equipped cars on Amtrak, making it accessible to persons in wheelchairs. Amtrak personnel made the following comments about disabled persons traveling with Amtrak:

☐ Notify the reservations clerk of the extent of the disability and if a lift is needed to board the train.

☐ Make reservations at least 24 hours in advance. If assistance is needed, ask the reservations clerk to notify the destination point and request assistance while you are on the line. *(Although the reservations clerks are usually on the East Coast and are not familiar with every station, they are able to look up information about accessibility of stations.)*

☐ Reservations clerks should be informed about any dietary specifications the traveler may have.

☐ If traveling with an attendant, make a reservation for the attendant and request the special price for the attendant.

☐ To qualify for discounts, present documentation of your disability to the reservations clerk.

TRAVELING BY AIR

There are many things that must be looked into and taken care of when arranging for air travel. The following recommendations for easier traveling have been suggested by the airlines.

Making reservations.

☐ Make reservations at least 24 hours in advance.

☐ Let the airline know that a disabled person will be traveling when you are making reservations, since more personnel are sometimes needed.

☐ If there is flexibility in your travel schedule, inform the travel agent and reservations clerk. *(They may be able to find accommodations that are less crowded or to obtain a more direct route.)*

☐ Determine whether a medical clearance will be needed for the flight.

☐ Inform the reservations clerk of any special dietary needs.

☐ Passengers with hearing disabilities should notify the reservations clerk so that attention can be drawn to important messages, such as *fasten your seat belt.*

☐ Inform the reservations clerk that a wheelchair will be needed at the destination point.

☐ If you require a special seat for additional leg room or proximity to the restroom, inform the reservations clerk and make reservations at least two days in advance.

Once you arrive at the airport.

■ When you arrive at the airport, the reservations clerk should be reminded of your special needs so that the necessary plans can be made. This includes making sure that arrangements have been made for an airline wheelchair to be at the destination and that special arrangements for the return trip have been made.

■ You should expect to be given an airline wheelchair at the ticket counter.

■ Personal wheelchairs will be placed in the baggage compartment. They are the last baggage to be loaded and the first to be unloaded so that they are available when passengers have gotten off the plane. *(There is no extra charge for the wheelchair as baggage, and the disabled person is granted the same baggage allowance as other passengers, not including the wheelchair.)*

■ Airlines require full fare for an attendant.

Boarding the plane.

■ Disabled persons should check in one hour before boarding the plane to enable airline personnel to take them aboard the plane first and get them situated before other passengers board.

■ Many airports have jetways from the airport building to the airplane. With a flightchair, it is possible for a disabled person to board the plane, get down the aisle, and settle into a regular seat.

■ Some terminals use forklifts to bring persons in wheelchairs up to the catering door (where the food is brought onto the airplane) of the plane.

■ Other airlines use ground crew members to carry disabled persons up the stairs into the airplane. *(Because it may be necessary for other people to carry you up stairs to board an airplane, it is important to maintain normal weight.)*

■ Most airlines will not accept persons unable to use the restrooms by themselves unless they are traveling with an attendant. Airline flight attendants are not able to provide such individual service as assisting persons to the restroom. On short flights, this is not usually a problem. Cross-country flights have more restrictions.

■ A person with a leg in a cast should notify the airlines when making reservations, because only a few seats have the legroom to accommodate a leg cast.

■ Not all airlines accept persons on stretchers.

■ Some airlines recommend that a disabled person who needs to be carried sit on a folded blanket in case of an emergency. It is easier to lift the person with a blanket than by the shoulders.

■ Disabled persons are the last persons off the plane to allow other passengers to depart swiftly and to increase safety for all passengers.

RESOURCES/LONG DISTANCE TRAVEL

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A List of Guides for Handicapped Travelers. Washington, DC: The President's Committee on Employment of the Handicapped, 1975.

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LEISURE & ENTERTAINMENT

QUIZ YOURSELF

What is your most frequently enjoyed leisure activity?

What is your second most frequent leisure activity?

How often do you participate in physical sports such as swimming, bowling, etc.?

How often do you attend spectator sports, plays, and/or concerts?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Leisure & Entertainment? (Turn the page to compare your answers to those of our survey respondents.)

LEISURE & ENTERTAINMENT. While some disabilities make it difficult to participate in certain leisure activities, there are many other activities that are accessible. Plays, movies, concerts, and sporting events are just a few of the possibilities that might be available in your area. Restaurants are usually accessible to disabled persons, and bowling alleys will often provide for your special needs. Make a list of the things you like to do, and make a few phone calls. The people you talk to will most likely try to accommodate your needs. Should you arrive early? Do you tell the ticket clerk about your disability? Where will you sit? This section provides you with information related to the subjects mentioned above, and more. It also give you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

Most frequent leisure activity?

The most frequently reported leisure activity of disabled respondents in our survey was watching television. It was also the most frequently reported leisure activity for able respondents.

Second most frequent activity?

Pursuing hobbies was the second most frequently mentioned leisure activity for both disabled and able respondents.

Participation in sports?

The majority of disabled respondents reported that they participated in physical sports approximately once every two to six months. Able respondents participated in physical activities monthly.

Spectator sports, plays, & concerts?

The majority of disabled respondents attended spectator sports, plays, and concerts once every six to twelve months. Most able respondents reported attending these types of events once every two to six months.

THEATRICAL PRODUCTIONS

The recommendations below were made by theater staff for disabled persons who attend live plays.

Tips to easy ticketing.

☐ If you are buying a ticket for an individual play, let the clerk know your limitations to ensure appropriate seating.

☐ Hearing-impaired persons need a seat near the stage or the speakers. Blind persons may need to be escorted to their seats. Orthopedically handicapped persons may wish to have a seat on the aisle.

☐ Pick up a ticket for a play early to ensure that your needs will be met. *(Your early arrival benefits both you and the people serving you.)*

☐ If you subscribe to tickets through the mail, be sure to complete the section on the application asking about "special conditions." If there is no such section, write a note on the application describing any limitations.

Theater accessibility.

■ Theaters usually have only a limited number of seats for persons in wheelchairs.

■ Most theaters have elevators to the balcony, making it accessible to disabled persons.

■ Theater restrooms are accessible.

■ The house manager is available to provide assistance to persons having trouble finding or reaching seats.

Questions to ask about the theater.

☐ What is the cost per ticket for persons using wheelchair seating?

☐ Where in the theater are persons in wheelchairs required to sit?

☐ Are people in wheelchairs required to sit in a regular seat, or do they use their wheelchairs?

☐ Are there any special instructions for people in wheelchairs?

☐ What entrance would be best for a person in a wheelchair to use?

☐ Where is the handicapped parking that is nearest to the theater?

☐ Are there curbs or steps from the parking lot to the theater?

MOVIE THEATERS

The major problem in contacting a movie theater is that the telephone number listed in the newspaper and telephone directory refers to a recording that tells the film playing, times, and cost. This is important information, but does not inform disabled people of the accessibility of the theater and where there is room for wheelchairs. Theater managers offer the tips given below to disabled movie-goers.

Tips for movie-goers.

■ Some of the larger theater chains have removed seats in the back row to make room for wheelchairs. This makes it difficult for disabled persons to sit near able-bodied friends.

■ Some theater chains direct people in wheelchairs to the ends of aisles, where the wheelchair becomes the last seat in the aisle. (Most disabled persons use the side, rather than center aisles, and hold a small penlight so that the wheelchair can be seen.)

■ It is recommended that disabled persons buy their tickets early so that ushers can admit them into the theater before the rest of the crowd.

■ Theater staff report that most often a companion lifts the disabled person into a theater seat and stores the wheelchair in the lobby.

■ Disabled persons often prefer to sit near the front of the theater to avoid foot traffic.

■ Theater restrooms are usually accessible.

■ Persons in wheelchairs often can get into a sold-out theater because they bring their seats with them!

Questions to ask about the theater.

The questions you should ask before going to a movie theater are the same as those just listed for

theatrical productions. Please see *Theatrical Productions*.

CONCERTS & SPORTING EVENTS

City auditoriums and stadiums book popular and classical concerts as well as sporting events. The following are points to consider for disabled persons attending these special events.

Auditorium and stadium seating.

■ Seating may be limited to very specific areas. For instance, wheelchair seating is sometimes limited to the loge for fire safety. This is the most expensive seating area.

■ Only certain spaces may be available for wheelchairs, although sometimes arrangements can be made in advance for more spaces.

■ Seating for attendants varies from one auditorium or stadium to another.

Buying a ticket.

■ The price of the ticket depends upon the event.

■ The ticket clerk should be informed whenever the ticket being bought is for someone in a wheelchair. The clerk should also be informed about how many people will be in the party.

■ It is wise to call ahead to make sure that there are wheelchair spaces available when a ticket has not been reserved.

More concert/sports questions.

☐ Are the restrooms accessible?

☐ Is there handicapped parking?

☐ Is the seating area accessible by ramp?

RESTAURANTS

Disabled persons usually find that there are few barriers to prevent them from enjoying and frequenting restaurants. They offer these tips:

Tips for restaurant frequenters.

■ Newer restaurants tend to be more accessible than older restaurants.

■ Some restaurants are inaccessible because of swinging doors or a left turn-right turn approach through narrow vestibules.

■ Some newspaper reviews of restaurants will mention accessibility.

■ Some restaurants, which are inaccessible through the front entrance, direct wheelchairs through the kitchen doors. If you want to eat in a restaurant that is inaccessible through the front door, ask the restaurant staff about other entrances.

■ When going to a restaurant that is new to you, it is better to call ahead and ask how patrons in wheelchairs enter, get to the restrooms, and sit at the table (*does a wheelchair fit under the table?*).

■ When going to a restaurant other than a fast-food establishment, it is far better to make reservations. Once you become known to a restaurant staff, you don't need to let the hostess know that a disabled person will be in the party.

BOWLING ALLEYS

Many disabled persons like to bowl but find it difficult to get a lane without belonging to a bowling league. Managers of bowling alleys make the following recommendations to persons in wheelchairs:

How to go about bowling.

■ Bowling lanes are listed in the *Yellow Pages* of the telephone book under "Bowling." It is best to call 24-48 hours ahead to ensure that a lane will be available and to alert staff if assistance is required.

■ Most bowling facilities do not have easily-accessible bathrooms due to a step or to stall doors that are not wide enough.

■ Some facilities require that a person in a wheelchair use the fire entrance.

■ Some facilities report that the *customer service* staff person will assist a disabled person. However, other bowlers often help when needed.

Questions to ask about the alley.

☐ Are the lanes accessible to a person in a wheelchair?

☐ Are there parking spaces for the handicapped?

☐ How does a person in a wheelchair get from the car to the lanes?

☐ Are there steps to the restroom? Does a wheelchair fit into the restroom and into the stalls?

☐ Are there grab bars? Are there sharp turns?

☐ Do your recommend making reservations?

☐ Is there someone working at the lanes who is available to help?

RESOURCES/LEISURE AND ENTERTAINMENT

Bowling alleys.

The bowling facilities in your community are listed in the telephone directory *Yellow Pages* under "Bowling." Telephone the bowling alley you are most interested in to determine accessibility.

Concerts and sporting events.

Concerts and sporting events are also listed in the entertainment section of your local newspaper. Information and tickets may be obtained by telephoning ticket agencies for concerts and sporting events. The ticket agencies are listed under "Ticket Sales—Entertainment and Sports" in the *Yellow Pages* of the telephone directory.

Movie theaters.

Films being shown at local theaters are listed in the entertainment section of your local newspaper. You may telephone individual theaters for a recording of the movies and the times they are shown. Theater telephone numbers are also listed in the *Yellow Pages* of the telephone directory under "Theatres" (note spelling). For further information call the number given for administrative offices.

Restaurants.

Restaurants are reviewed and advertised in the entertainment section of your local newspaper. Accessibility can be determined by telephoning individual restaurants. Their telephone numbers are

listed under "Restaurants" in the telephone directory *Yellow Pages*.

Theatrical productions.

To find out what plays are being produced in your community, look in the entertainment section of your local newspaper or telephone the theaters in the area. Theater numbers are listed in the *Yellow Pages* under "Theatres."

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OUTDOOR RECREATION

QUIZ YOURSELF

Where do you locate information about city- and county-organized activities for disabled persons?

Is it possible to reserve accessible campground sites at state parks?

Where can you find information about water activities for disabled persons in your area?

What are some of the questions you should ask about pool accessibility?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Outdoor Recreation? (Turn the page to compare your answers to those of our survey respondents.)

OUTDOOR RECREATION. Many communities organize special outdoor fun and athletic activities for disabled persons. These activities can include anything from spending a day in the park to softball and wheelchair football. Is there a community program for disabled persons in your area? Find out by calling your City Department of Parks and Recreation. They should also be able to tell you what the different events are, and whether or not transportation is provided to activities. Depending on where you live, other activities that might also be available to you include camping, going to the beach, and swimming at a pool. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

(The responses below are based on a survey of recreation personnel. You will find this information and more in the following chapter.)

Activities for disabled persons?

The Parks and Recreation Department listed in the government section of the telephone book *White Pages* should be able to give you information about local outdoor activities for disabled persons. Social-service agencies in the area may also be of assistance.

Can you reserve campground sites?

Many campgrounds accept reservations. Call in advance to find out which campgrounds provide this service. Tell the clerk or ranger that some campers in your party are disabled, and that you need an accessible site.

Information about water activities.

The city and/or county's aquatic division should be able to provide information about available water activities for disabled persons in your area. You should find the number for the aquatic division in the government section of the telephone directory *White Pages*.

Questions about pool accessibility.

When calling for information about the pool, disabled persons should remember to ask the following questions: How accessible are the changing rooms? The shower facilities? The bathrooms? The pool itself?

ORGANIZED OUTDOOR RECREATIONAL ACTIVITIES

City- and county-organized activities for disabled persons can be found by locating the number for the Parks and Recreation Department in the government section of the *White Pages* of the telephone directory and looking under a listing entitled "Disabled Services" (or a similar title).

- You may be able to obtain a calendar of monthly events from the Parks and Recreation Department.
- Social Service agencies can usually be of assistance by pointing you in the right direction for further information.
- If you have a Disabled Services Program in your area, it may provide transportation to activities.
- The following activities are examples of the different types of activities you might find available in your community: bowling, day camp, dancing, wheelchair football, picnics, bicycling, roller skating, softball, aquatic activities, plays, volleyball, and baseball games.

CAMPING FACILITIES

Most counties and states have camping facilities. There are also national parks for camping. The telephone numbers of these recreation areas can be found by calling the recreation and/or parks department listed in the government section of the telephone directory's *White Pages*.

Gathering camping information.

☐ Call the appropriate government agency to determine the facilities available in your area.

☐ Find out how accessible the parks are. *(The State of California, for example, is developing trails for blind and deaf persons at appropriate camping sites, and has retrofitted many facilities to accommodate wheelchairs.)*

☐ Ask if the campground accepts reservations. If it does, tell the clerk or ranger that some campers in your party are disabled. Be sure to make reservations to ensure that the most accessible sites are available.

A DAY AT THE PARK

Most cities have neighborhood parks available for day use, which may include picnic areas, playgrounds, museums, and galleries. Most newspapers have daily or weekly articles about events in the parks. More information can be obtained from city and county parks and recreation departments.

A SWIM IN A POOL

Public swimming pools are listed under the aquatic division of cities and counties in the government section of the telephone directory.

Questions about pool facilities.

- ☐ How accessible are the changing rooms?
- ☐ the shower facilities?
- ☐ the bathrooms?
- ☐ How accessible is the pool itself?

Tips for using the pool.

- ☐ Call ahead to inform the aquatic staff that a disabled person will be arriving. *(This allows the staff time to have someone available to assist the disabled person into the pool.)*
- ☐ If a group is planning to swim, it would be helpful to call at least 24 hours in advance.
- ☐ If you will be showering in your wheelchair after swimming, be sure to ask your wheelchair manufacturer or repair shop if the wheelchair can be gotten wet without causing any damage.

RESOURCES/OUTDOOR RECREATION

Boy Scouts of America. Locally, the address and telephone number are listed in the telephone book.

Girl Scouts of America. Locally, the address and telephone number are listed in the telephone book.

National Association of the Physically Handicapped, 76 Elm Street, London, Ohio 43140.

National Park Service, U.S. Government Bookstore, 450 Golden Gate Avenue, P.O. Box 36063, San Francisco, CA 94102.

COMMUNITY AGENCIES

QUIZ YOURSELF

What is your major source of income? job? social security? welfare? veteran's benefits? other?

How many years of school have you completed (high school, AA, BA/BS, MA/MS, PhD/MD, other)?

How much attendant care do you require (full time, part time, none)?

What is your approximate personal income per year?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions that are related to Community Agencies? (Turn the page to compare your answers to those of our survey respondents.)

COMMUNITY AGENCIES. Unfortunately there is no single agency that is responsible for compiling a listing of community service organizations. So how do you find out what is available in your area? Conduct a survey of the social-service and welfare agencies in your community. Try to find one that can best serve your particular needs. Do you need financial or legal help? Are you looking for rehabilitaion or recreation counseling? Or are you looking for a job? Ask for other references if one agency doesn't have what you need. The extent of the services provided to disabled persons will probably depend on the population of the area. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

Your major source of income?

The greatest percentage of handicapped respondents indicated that their income was from a job more than from any other source (36%). Other responses were: social security, 33%; welfare, 5%; veteran's benefits, 6%, and other, 19%. Of able respondents, 75% reported that a job was their major source of income.

Years of school completed?

The average educational level of disabled respondents was two years beyond high school (14.21 years), with 41% of them reporting that their highest degree was from high school. Able respondents averaged one year beyond a college bachelor's degree.*

How much attendant care required?

Of those surveyed, 18% reported that they needed full-time attendant care, 20% needed part-time attendant care, and 62% reported that they required no attendant care.

Your personal income per year?

Of disabled respondents, 16% reported that their personal income was less than $3,000 per year. The remaining respondents reported their incomes as follows: $3000-4999, 14%; $5000-6999, 14%; $7000-9999, 8%; $10,000-13,999, 10%; $14,000-19,999, 10%; 20,000-29,999, 14%; 30,000 or more, 13%. The median income of able respondents was $24,999.*

*NOTE: *The educational and income levels of the able respondents in this survey appear to be above average, which could be related to the fact that many of those surveyed were subscribers to* ***Mainstream Magazine****, a southern California magazine for the disabled.*

**You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.*

COMMUNITY AGENCIES

Public-supported, privately-supported, and user-supported agencies in a community may be identified through a variety of sources. Unfortunately, there is no one agency responsible for compiling information on all agencies and service organizations providing support to disabled persons. To search out social service organizations, social service providers recommend the following:

Searching out community organizations.

☐ Begin by looking up "Social Service and Welfare Organizations" in the telephone directory. The agencies are listed in alphabetical order. Most give only the agency name, address, and telephone number. *(It is sometimes difficult to determine through the name alone what services are offered.)*

☐ Telephone those agencies that obviously serve a group with your particular disability as well as any comprehensive agency that services all disabled groups.

Questions to ask each agency.

☐ *What service do you provide to persons with [the disability you need served]?*

☐ What are the eligibility requirements?

☐ What procedures should be followed?

☐ What are the hours of operation?

☐ What are the fees?

☐ Can a person in a wheelchair get from the parking lot to the building?

☐ How do I get there? Could you please give me directions to the office?

☐ Is the building accessible?

☐ What other agencies should I contact?

☐ Is there a reference list of agencies serving disabled persons in this area?

☐ How would I acquire the list?

☐ How much does it cost?

RESOURCES/COMMUNITY AGENCIES

Department of Rehabilitation.

Local Department of Rehabilitation offices are listed in the telephone directory under the state government listings. Telephone the Department of Rehabilitation for information about available community resources.

Hospitals.

Hospitals have information about available resources in your community for services. Telephone numbers for hospitals are listed in the *Yellow Pages* of the telephone directory under "Hospitals."

Social Service Organizations.

In order to identify agencies in your community that serve disabled persons, look up telephone numbers listed in the *Yellow Pages* of the telephone directory under "Social Service Organizations." Call each one to determine what services are provided and if you qualify to receive their services.

Universities and Colleges.

College campuses have centers on campus to serve disabled students. The telephone numbers can be obtained by calling colleges and universities in your community. They are listed alphabetically in the telephone directory; therefore, you need to know the names of the colleges and universities in your community. They are also listed under "Schools" in the *Yellow Pages* of the telephone directory.

GOVERNMENT SERVICES

QUIZ YOURSELF

What are some of the most used sources of government assistance?

How much economic education have you had (*none, 1-2 semesters or less, more than 2 semesters, self taught)?*

How many disabled persons receive benefits from the Veterans Administration?

How often do disabled persons make use of welfare payments?

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QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions about Government Services? (Turn the page to compare you answers to those of our survey respondents.)

GOVERNMENT SERVICES. Which government programs provide support specifically for low-income disabled persons? What is the difference between Social Security, Supplemental Security Income (SSI), and Medicare? Where do you go for information? You will probably find that looking for the government program that suits your needs requires a lot of research. You will be dealing with government agencies either individually, or through advocacy groups. How do you know if you are eligible for certain programs that interest you? And if you are eligible, how do you apply? You will need proof of your age and disability, among other things. This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

Most used government assistance?

In our survey, more disabled respondents (31%) received Social Security than any other government benefit. SSI was the second most frequently reported benefit, with 24% of the respondents receiving it. No more than 10% of the able respondents received local, state, or federal support.

Extent of economic education?

Of disabled respondents, 46% had some formal economic education, and 29% were self taught. Of able respondents, 70% had some formal economic education, and 16% were self-taught. (Able persons in this survey also averaged 2.8 more years of education than able persons as mentioned previously.)

Veterans Administration benefits?

Of disabled respondents in this survey, 15% were receiving benefits from the Veterans Administration. No able respondents surveyed reported receiving veterans' benefits.

Who uses welfare assistance?

Of disabled respondents in our survey, only 1% reported receiving welfare assistance. Of able respondents, 3% were receiving welfare assistance.

*You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.

SOCIAL SECURITY

Social Security is a national program to provide income to workers and their families when family earnings have stopped because of retirement, disability, or death. The following information will help you determine if you are eligible for Social Security, and give you an idea of how to go about obtaining it.

Are you eligible?

■ Dependents (usually children under 18 or 22 if in school) and disabled adult children (disabled prior to age 22 and unable to work) of disabled, deceased, or retired workers qualifying for Social Security may be eligible for Social Security.

Applying for Social Security.

The Legal Aid Society and other social service agencies provide advocacy and will assist you at any point in preparing claims if you need help. (To qualify for assistance from Legal Aid, you must meet minimum-income requirements.)

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☐ Contact the Social Security office nearest you. The telephone number is listed in the government section of the directory's *White Pages* under "United States Government Health and Human Services."

☐ When you call the Social Security office, ask them to send you a copy of the brochure called *Your Social Security*.

You need documentation.

You will need the following documentation to receive Social Security benefits:

■ Your own Social Security number *(If you do not have a Social Security number, telephone Social Security for free instructions on how to obtain one.*

■ Proof of your age. *(A birth or baptismal certificate made at or shortly after birth is best.)*

■ Names and addresses of medical sources treating you, such as doctors and hospitals, with a statement of the nature of your disability and your ability to work.

■ Social Security staff recommend that you do not delay in applying for benefits. If you do not have all

the documentation, go ahead and begin the application and let them help you.

Waiting for a decision.

Allow at least 90 days before the decision is made. If the decision is favorable, you are likely to receive benefits within the month. The amount of payment you receive will depend on how much your parents earned under Social Security. The amount could range from $100-$500.

You have the right of appeal.

Someone in any Social Security office will explain how you may appeal and will help you get your claim reconsidered or request a hearing. There is no charge for any of the appeals before the administration. You may, however, choose to be represented by a person of your own choice, and he or she may charge you a fee. The amount of such a fee is limited, and must be approved by the Social Security Administration.

The process of appeal.

■ If you feel that the decision made on your claim is incorrect, you have a right to appeal—to ask the Social Security Administration to reconsider your claim. *(See the* **Self-Representation** section for information about appealing your claim.)

■ If after reconsideration you still disagree with the decision, you may ask for a hearing by an administrative law judge of the Office of Hearings and Appeals.

■ If you're not happy with the hearing decision, you may request a review by the Appeals Council.

■ If you're still not satisfied, you may take your case to the Federal Courts.

SUPPLEMENTAL SECURITY INCOME PROGRAM (SSI)

The Supplemental Security Income Program (SSI) is designed to guarantee a minimum monthly income to the aged, blind, and disabled. Mentally retarded persons may also be eligible for SSI.

Are you eligible for SSI?

Eligibility for SSI is based on need along with an in-

ability to work that has lasted more than one year. An eligible individual must be:

- 65 years of age, blind, or disabled (the definition of disability requires that you have a medical impairment that is likely to result in death or that prevents you from working for at least 12 months or more); and
- poor. (In general, you must have a countable monthly income that is less than the SSI grant—$365 for an individual or $660 for a couple—and no more than $1,500 in nonexcludable resources.)

Obtaining SSI information.

You can get more information about Supplemental Security Income by telephoning your local SSI office. The number is listed in the government section of the telephone directory's *White Pages* under "United States Government, Supplemental Security Income for the Aged, Blind, and Disabled."

The SSI office will send a worker to the home of an applicant who is eligible and unable to go to the office. (Applicants are encouraged to file with other agencies before applying for SSI.)

☐ Request that the office send you the brochure which explains the SSI program.

☐ Ask that an application for SSI be sent to you. *(You should do this because if you are later found to be eligible, you will receive benefits from the first day of the month in which you* ***applied****.)*

Proof of eligibility.

A completed application form will not provide enough proof for the SSA to decide if you are eligible. You must provide evidence about some of the answers given on the application form. Items that require proof are:

- age
- disability
- blindness
- citizenship
- residency
- income
- resources

■ marriage

■ living arrangements.

What do you use for proof?

If you have any of the following you should bring them to your meeting to use as proof:

☐ copies of birth certificates

☐ religious records of birth

☐ certificate of naturalization

☐ U.S. passport

☐ identification cards

☐ titles to automobiles

bankbooks

☐ copies of stock certificates

☐ proof of value of liquid and non-liquid assets

☐ if you are living with another person, rent and utility receipts

The disability report.

☐ State what your medical problems are and when they first began to affect you.

☐ Explain how your medical problems affect your work, or how they keep you from working.

☐ Give all information about your doctors and hospitalizations. It is important that you give the names of all your doctors so that the SSA can get in touch with them to check on your application. If you are not seeing a doctor, you should start seeing one to establish medical information.

☐ Describe limitations you have in your daily activities because of your medical condition.

☐ You will be asked information about your employment history. You will have to fill out another form called *Vocational Report*. Be sure

that you put down every job you have held, no matter how long it lasted. State clearly what you were required to do on each job.

☐ State the degree of education you've received.

Obtain medical evidence of your disability.

The decision in a disability case is largely made on the basis of medical evidence. For this reason, it is very important that you provide Social Security with a physician's report of your disability when applying for SSI.

Inform your doctor that you are going to apply for SSI benefits, and that you must include with your application a letter from him/er establishing your disability. The doctor's report must provide:

■ proof that you are unable to engage in any substantial gainful work by reason of medically determinable physical and/or mental impairments which can be expected to last at least one year.

■ a detailed medical evaluation including the test results upon which it is based.

The information that Social Security will require from you depends on whether yours is a physical or psychiatric disability.

Doctor's letter/physical disability.

The doctor's letter you provide to obtain SSI benefits due to a physical disability should include the following:

■ A diagnosis of your medical complaints and a discussion of any clinical and laboratory findings or tests which have led to such a diagnosis.

■ The amount of pain or discomfort that these conditions might be expected to cause, and a description of your subjective complaints of pain.

■ Whether or not your subjective complaints of pain might be made worse by any mental impairments.

■ The restrictions and limitations these impairments either individually or in combination place on your ability to perform job-related tasks, such as lifting, reaching, standing, sitting, carrying, etc.

■ The deteriorating effect of each impairment.

■ The estimated duration or permanence of your restrictions and disabilities.

■ Any medication that has been prescribed to you and its possible side effects, if any.

Doctor's letter/psychiatric disability.

The doctor's letter you provide to obtain SSI benefits due to a psychiatric disability should include the following:

■ The dates you were treated and the diagnosis of your mental impairment (any organic brain syndromes, functional mental disorders, mood disorders, thought disorders, hallucinations, delusions, or anxiety reactions), including any clinical and laboratory findings or tests which have led to such diagnosis.

■ A brief medical history relating to these impairments, including the probable duration and expected degree of improvement of each impairment.

■ The restrictions and limitations those impairments place on your ability to perform job-related tasks such as following instructions, dealing with other employees, working under time pressure, etc.

■ The deteriorating effect of each impairment.

■ Any medications that have been prescribed and the effects they may have on your ability to function in a work situation.

Help your application along.

☐ If you see any new doctors, have any new hospitalizations, or if there is any change in your condition subsequent to your application, notify the State Agency.

☐ Someone from the SSA may contact you for further information. Cooperate with any such requests because your cooperation will help speed up your application.

You may need additional examinations.

After your application has been filed, you may be asked by the SSA to see a doctor called a *consultative examiner.* He will examine you and submit a report of his findings to the SSA. *(The Claims*

Representative who interviews you does not make determinations of medical disability. This is done by the State Disability Agency.) After the District Office makes an initial income and resources evaluation, it sends your application to the State Agency.

Waiting for a decision.

The Social Security Administration is required to send you a written notice about its decision.

Appealing a denial.

- The notice of the decision will describe your rights to appeal a denial.
- You have 60 days to file for a reconsideration after receipt of a denial.
- Go to your nearest Legal Aid office for the SSI Self-Representation Packet II, which gives instructions on filing for a reconsideration.
- Save all the notices that you receive from the SSA.

SSI may qualify you for other aid.

If you receive SSI, you may also qualify for support services which are provided through the Welfare Department to disabled persons needing assistance in the home. Contact your local Welfare Office and ask about other possible services.

MEDICARE—A FEDERAL HEALTH INSURANCE PROGRAM

Medicare is a federally funded program that helps pay hospital and medical costs for persons who have shown that they are eligible.

What does Medicare provide?

- The hospital insurance (Part A) helps to pay the cost of inpatient hospital care and certain kinds of follow-up care after leaving the hospital.
- The medical insurance (Part B) helps pay for physicians' services, outpatient hospital visits, and some other medical items and services.

Are you eligible for Medicare?

Disabled persons receiving SSI benefits for 24 consecutive months and persons over 65 receiving Social Security are eligible for Medicare, a federal health insurance program. Persons not qualifying for SSI pay a premium for the insurance.

Where do you apply?

To apply for Medicare, contact the nearest Social Security office and ask for information concerning the procedure you should follow.

Telephone the Social Security office and request the brochure, *A Brief Explanation of Medicare*.

RESOURCES/GOVERNMENT AGENCIES

Health Agency Literature

Aid in Attendant Care for Handicapped Persons. Marshall, MN: Rehabilitation Service, Southwest State University.

Aids for Handicapped Readers; ***Braille Instructional and Writing Equipment***; ***Closed Circuit Television Systems for the Blind and Physically Handicapped***; ***Commercial Services of Spoken Word Cassettes***; ***Directory of Radio Services for the Blind and Physically Handicapped***; ***Magazines in Special Media***; ***National Organizations Concerned with the Visually and Physically Handicapped***; ***Reading Materials in Large Type***; ***Sources of Children's Book/Record, Book/Cassette, and Print/Braille Combinations***. Washington, DC: Library of Congress, Division for the Blind and Physically Handicapped, 1974.

Do's and Don'ts for the Most Important Nine Months of Life. New York, NY: United Cerebral Palsy Association, Inc., 1972.

Homecare and Convalescent Needs. Philadelphia, PA: Sears, Roebuck Co.

New Pathways for Saturday's Child. Windmoor, PA: American Academy for Human Development.

The Problem of Mental Retardation.Washington,

DC: Clearing House on the Handicapped, Office for Handicapped Individals, 1975.

What You Should Know About Hemophilia. New York, NY: National Hemophilia Foundation.

Your Child and Cystic Fibrosis. Atlanta, GA: Cystic Fibrosis Foundation.

The Law

Amicus. South Bend, IN: National Center for the Law and the Handicapped.

Bean and Shapiro. ***Consumer Warranty Law: Your Rights and How to Enforce Them***. Washington, DC: Disability Rights Center, Inc., 1977.

Bureau of Consumer Protection. ***Equal Credit Opportunity Act***. Washington, DC: Federal Trade Commission.

Consumer Rights for Disabled Citizens. New York, NY: Department of Consumer Affairs.

A Handbook on the Legal Rights of Handicapped People. Washington, DC: President's Committee on Employment of the Handicapped.

Office for Civil Rights. ***Handicapped Persons' Rights Under Federal Law—Section 504 of the Rehabilitation Act of 1973***. Washington, DC: Department of Health, Education and Welfare, 1978.

Office for Handicapped Individuals. ***Summaries of Selected Legislation Relating to the Handicapped***. Washington, DC: Clearing House on the Handicapped, 1971.

Rights Handbook for Handicapped Children and Adults. Chicago, IL: Coordinating Council for Handicapped Children and Governor's Committee on the Handicapped.

Rights of the Physically Handicapped. Marshall, MN: Southwest State University.

Warranties, There Ought to be a Law . . . There Is. Washington, DC: Federal Trade Commission, 1971.

Rehabilitation

The American Dream, Vocational Rehabilitation and the World of Work. WV: Research and Training Center.

Office of Vocational Rehabilitation. ***Disabled? Vocational Rehabilitation Can Help***. Washington, DC: State Education Department.

Rehabilitation of the Visually Handicapped Consumer. New York, NY: American Foundation for the Blind.

Rehabilitation World Wide. Washington, DC: President's Committee on Employment of the Handicapped.

A Source Book: Rehabilitating the Person with Spinal Cord Injury. Washington, DC: United States Government Printing Office, 1978.

Vocational and Education Opportunities for the Disabled. Albertson, NY: Insurance Company of North America and Human Resource Center, 1977.

Resource Manuals

Bruck, Lilly. ***Access: The Guide to a Better Life for Disabled Americans***. New York, NY: Random House, Inc., 1978.

Resource Directory 1978, A Guide to Services for Spinal Cord Injury Persons and Others with Severe Physical Disabilities. Newton Upper Falls, MA: New England Spinal Cord Injury Foundation, Inc., 1978.

SELF-REPRESENTATION/SSI

QUIZ YOURSELF

Are you a member of a group that includes consumer issues as a part of its activities?

Do you feel you need advocacy training or resources to obtain and/or maintain your benefits?

In which of the following areas would you like more information: *personal finance, budgeting, small claims court, purchasing insurance, equipment for a disability, purchasing special equipment, agencies available to help, how to deal with government agencies and/or social service agencies*?

QUIZ YOURSELF. At the left of this page, we have asked some of the questions that were included in our ***Wheeling & Dealing*** survey. How would *you* answer these questions that relate to Self-Representation? (Turn the page to compare your answers to those of our survey respondents.)

SELF-REPRESENTATION. What do you do if the Department of Social Services decides that you should not receive the aid you have requested? One option is to appeal your case to the Social Security Administration. There is a chance the denial could be reversed if you can prove that you qualify for the program. You may either choose someone to represent you (who may charge you a limited fee approved by the Social Security Administration), or you may choose to represent yourself at the various levels of appeal (reconsideration, hearing, and appeals council). What are your rights? Where can you get advice? What is a hearing? This section provides you with information related to the subjects mentioned above, and more. It also gives you tips and resources to help you locate further information on subjects of interest to you.

SURVEY RESPONSES

Involvement with consumer issues?

Of disabled respondents, 30% reported involvement with a group that includes consumer issues as a part of its activities, while 70% reported that they were not members of such a group. Of able respondents, 39% reported involvement with consumer issues, and 61% reported none.

Do you need training or resources?

Of disabled respondents, 25% indicated a desire for advocacy training whereas only 7% of the able persons indicated such a need. Forty-six percent of disabled and 75% of able respondents indicated no need for advocacy training; and 29% of disabled and 18% of able respondents indicated uncertainty.

More information needed?

Persons with disabilities in our survey indicated that they desired the most information about: *1. agencies available to help, 2. how to deal with government agencies or social service agencies, and 3. equipment available for a disability.* Able persons were most interested in gaining more information about *1. purchasing insurance and 2. personal finances.*

*You may notice that the percentages provided in these survey results do not always add up to 100. In some cases this is due to the fact that we have included only the most significant of the survey results. In other cases it is because many survey questions allowed the respondent to check more than one item.

SELF-REPRESENTATION AT THE RECONSIDERATION LEVEL

This step may be take by those who have applied for SSI or Social Security disability insurance benefits and have received an initial denial.

What are your rights?

■ You now have a right to file for a reconsideration of your decision within 60 days.

■ If you miss the deadline, you may still be able to file if you can show that you had a good reason for missing the deadline.

■ You have a right to look at your file at the Social Security office. You can find out why you were turned down and what doctors are in your file by requesting the Disability Determination Transmittal (DDT) from your file.

How to file for a reconsideration.

☐ Go to your local Social Security office and fill out a *Request for Reconsideration* form. On that form you will have to say why you think the initial determination was incorrect.

☐ Fill out a *Reconsideration Disability* report. On that form you will have to tell the SSA four things: 1) any changes in your condition; 2) any new doctors you are seeing; 3) any recent hospitalizations; and, 4) any other important changes since your initial application.

What you can do to help.

☐ If you have not already provided your doctor with the letter-writing guidelines on pages 65-66 of this book, you should do so at this time.

☐ If you have more than one doctor, give a copy of the guidelines to each one of them.

☐ Ask the doctor to give the completed report to you or to send it to the social securtiy address you have provided him/er.

☐ If there are any changes in your condition, report them to the State Agency.

Your case is reevaluated.

■ After you file for reconsideration, your case is sent to the State Disability Agency for evaluation.

■ That agency may ask you to see another doctor at no expense to you. You must cooperate with what they ask. If you do not, they can turn you down for not cooperating.

■ Answer any questions they may ask regarding your medical history.

What happens next?

Social Security is required to send you a written notice when they decide on your reconsideration. If they approve it, you will become eligible for benefits. If they turn you down, you have 60 days in which to file for a hearing.

What to do if you're turned down.

☐ Save all SSA notices.

☐ Call your nearest Legal Aid office to set up an appointment for consultation and further instructions on what to do next.

SELF-REPRESENTATION AT THE HEARING LEVEL

This step may be taken by those who have applied for SSI or Social Security disability insurance benefits and have received denials at both the initial and reconsideration levels. You now have a right to file for a hearing within 60 days.

What is a hearing?

A hearing is held before an Administrative Law Judge of the Office of Hearings and Appeals, a branch of Social Security.

■ The judge will make a new decision on your claim based upon the evidence presented by Social Security and by you. S/he will decide whether your medical condition prevents you from working.

■ You have a right to have a representative at the hearing. If you are not able to get one, the following information will better enable you to represent yourself.

How to file for a hearing.

To file for a hearing you must go to your local Social Security office and fill out a *Request for Hearing* form. You will need to provide the following information:

■ Why you disagree with the previous denial.

■ Why you feel you are entitled to SSI benefits.

■ Any new evidence related to your case. *(If you don't have any, check the appropriate box. If you do, and you have it with you, attach it to the form. If you don't have the evidence with you, you can submit it to the Social Security office within 10 days or up to the date of the hearing at the Office of Hearings and Appeals. Evidence should be submitted as soon as possible after filing for the hearing.)*

■ Whether or not you will appear at the hearing. *(You don't have to attend. However, you will have a much better chance of success if you do.)*

■ Any changes in your condition, any new doctors you are seeing, any recent hospitalizations, or any new information which may be helpful in proving your claim.

How to prepare for the hearing.

After you file for a hearing, your file will be sent to the Office of Hearings and Appeals. That office is required to gather information regarding your claim. However, there are things you can do to help yourself while you wait for your hearing.

☐ Make sure that your doctors are aware that you will be having a hearing. If you have not already done so, make sure that each of them gets guidelines for writing letters concerning your disability (see pages 65-66). *(Notice that there are separate guidelines for physical and for psychiatric problems.)*

☐ *Ask your doctors to use the guidelines to help them write a report for you. Have them give the report to you or send it to the Office of Hearings and Appeals.*

☐ Get statements from employers, vocational rehabilitation centers, or any other sources which might prove helpful in proving your case. Take such material to the Office of Hearings and Appeals before your hearing.

☐ Keep the Office of Hearings and Appeals informed of any new doctors, changes in your condition, or hospitalizations you might have while waiting for your hearing.

Notice of your hearing date.

Within 10 days of the hearing you will receive written notice of the time and date of your hearing. You

may also be sent additional forms which you should fill out completely and return to the Office of Hearings and Appeals.

■ You may receive forms regarding your medical condition and work history.

■ You will recieve a form to send back indicating whether or not you will appear at the hearing. *(If there is a good reason for not being able to attend the hearing on the assigned day, contact the Office of Hearing and Appeals. They might be able to re-schedule it.)*

The day of the hearing.

The only people who will be present at the hearing will be you, the judge, and a hearing assistant who will record the entire hearing. If you have any witnesses, they will usually be called in after the judge has questioned you.

■ You have a right to look at your file before the hearing. If you have not done so before the day of the hearing, you should arrive at least one-half hour early so that you can look through it.

■ You have a right to have witnesses testify at the hearing. *(If you have any witnesses, be sure to let the Office of Hearings and Appeals know before the hearing.)*

■ The judge will begin the hearing by making an opening statement about your case. S/he will then ask you questions concerning your claim.

■ The judge is required by law to ask questions that will develop all the facts in your case. S/he will usually ask questions about your medical problems, work history, and daily activities.

Things to keep in mind during questioning.

☐ Listen carefully to all the questions. Ask the judge to explain anything you do not understand.

☐ Answer every question completely. Give examples when possible.

☐ Do not be ashamed or embarrassed about the facts. The judge needs to know all the facts to make his/er decision.

☐ Be yourself at the hearing. Don't try to hide what you are feeling from the judge.

☐ Remember that the judge will make a decision based upon all the information s/he obtains at the hearing, so try to be as thorough as you can.

Notice of the hearing decision.

You will receive written notice of the judge's decision within 60 days after the hearing. It will contain an explanation of the decision.

■ If the decision is favorable, you will receive further notice about benefits.

■ If the decision is unfavorable, you have 60 days after receipt of the notice to file for an appeal.

■ On the front page of the decision your appeal rights are explained. If you have further questions regarding the decision or how to appeal, contact your nearest Legal Aid office for assistance. Be sure to save all notices you receive from the SSA.

SELF-REPRESENTATION AT THE APPEALS COUNCIL LEVEL

This step is for those who have applied for SSI or Social Security disability insurance benefits and have received an unfavorable hearing decision.

Appealing an unfavorable decision.

If you receive an unfavorable hearing decision, you have 60 days after receipt of that notice to file an appeal. The review is done by the Appeals Council in Washington, D.C. The Council makes its decision based upon the entire record of the case without any appearance or oral testimony.

How to file a request for an appeal.

☐ Go to your local Social Security office.

☐ Fill out a *Request for Review of Hearing Decision*, in which you will state why you disagree with the hearing decision.

Submitting new evidence.

You have the right to submit new evidence with your appeal. It should either be attached to the *Request for Review* form or sent to the Appeals Council within 10 days after filing the appeal. The address is: Appeals Council, Office of Hearings and Appeals, Social Security Administration, P.O. Box 2518, Washington, DC 20013.

■ The best kind of evidence would be new reports from your doctors (especially any that you have seen since the hearing), recent hospital records, or any other evidence about a change in your condition since the hearing.

■ You may submit a written statement indicating why you feel the judge's decision was incorrect. Any such statement should be sent with the *Request for Review* form and any new evidence.

What the Appeals Council can do.

You will receive written notice of the Appeals Council decision on your appeal. There are three things it can do:

■ The Appeals Council can agree with the judge's decision. You then have 60 days in which to take the next appeal step.

■ The Appeals Council can reverse the judge's decision. In this case you may then be awarded benefits back to the date of your initial application.

■ The Appeals Council can send the case back for another hearing. If this happens, your case will be heard again but by a different judge.

If the Appeals Council turns you down.

If you are denied by the Appeals Council, there is one last level of appeal. You have the right to have the federal district review your case.

■ To do this you must file a civil action against Social Security.

■ It must be done 60 days from the receipt of the denial from the Appeals Council. To succeed at this level, you will need the assistance of an attorney. You should try to obtain an attorney as soon as possible.

RESOURCES/SELF-REPRESENTATION/SSI

U.S. Department of Health and Human Services. ***If You Become Disabled***. Social Security Administration, SSA Publication No. 05-10029, August 1980.

U.S. Department of Health and Human Services. ***Your Social Security***. Social Security Administration, SSA Publication No. 05-10035, July 1980.

Information about Supplemental Security Income (SSI) may also be obtained by telephoning your local Social Security office. The telephone number is listed under "United States Government Offices" in the "Government Offices" section of the *White Pages* directory.

HANDY REFERENCE

HANDY REFERENCE

Goods & Repair Services/important telephone numbers & addresses

Name _____
Address _____
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Telephone _____

Name _____
Address _____
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Telephone _____

Name _____
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HANDY REFERENCE

Housing/important telephone numbers & addresses

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HANDY REFERENCE

Local Transportation/important telephone numbers & addresses

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HANDY REFERENCE

Long Distance Travel/important telephone numbers & addresses

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HANDY REFERENCE

Leisure & Entertainment/important telephone numbers & addresses

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HANDY REFERENCE

Outdoor Recreation/important telephone numbers & addresses

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HANDY REFERENCE

Community Agencies/important telephone numbers & addresses

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HANDY REFERENCE

Government Services/important telephone numbers & addresses

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